



**Langley Research Center**

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## **Critical Incident Stress Management (CISM) Program at NASA Langley Research Center**

**National Aeronautics and Space Administration**

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**Responsible Office: Office of Human Capital Management**

**PREFACE**

**P.1 PURPOSE**

The purpose of the Critical Incident Stress Management (CISM) program is to provide employees at NASA Langley Research Center with support when there is an occurrence which causes an unusually powerful stress reaction that overwhelms the employees' ability to adjust emotionally.

**P.2 APPLICABILITY**

This procedural requirement is applicable to LaRC civil servant employees.

**P.3 AUTHORITY**

- a. NPD 1830.1, "NASA Employees Assistance Program."

**P.4 REFERENCES**

- a. NPR 1800.1, "NASA Occupational Health Program Procedures."
- b. NM 1800-3, "NASA Occupational Health Program Guidelines for Implementing Critical Incident Stress Management Services."

**P.5 CANCELLATION**

None

*Original signed on file*

Douglas L. Dwoyer  
Associate Director for Operations

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## **1. INTRODUCTION**

The recognized definition of a critical incident is quite broad. A critical incident is defined as any event outside of the usual realm of daily human experience that is markedly distressing and has the potential to interfere with an individual's ability to function, either at the scene or at a later time. These incidents could include, but are not limited to:

- (1) Suicides
- (2) Assaults and threats
- (3) Homicide in the workplace
- (4) Situations attracting undue and/or critical media attention
- (5) Serious workplace accidents
- (6) Vehicle accidents
- (7) Natural or man-made disasters
- (8) Terrorism
- (9) Major mission failure

## **2. CORE COMPONENTS**

CISM includes six core components that are comprehensive in scope and span the entire temporal spectrum of a crisis.

### **2.1 *Pre-crisis preparation***

The EAP shall conduct, on request, stress management education, stress resistance training, and crisis mitigation training for individuals or groups of NASA civil service employees. Additional speakers and seminars may be provided through the Occupational Health Manager (OHM) or the clinic.

### **2.2 *Disaster, terrorist, or other large scale incident interventions***

Employee Assistance Program (EAP) services shall be requested by NASA LaRC management at the 24 Hour EAP Call Center. EAP Call Center employees shall assist in contacting EAP providers who shall in turn assist local leadership in Critical Incident Stress Debriefing (CISD) activities. EAP shall also notify community partners as appropriate.

### **2.3 *Defusing***

EAP providers shall lead one-on-one or small group discussions in the immediate post-event phase. Employees shall receive education about recognition of stress symptoms and management strategies for coping with stress. These techniques are used for limited-scope events or when only a small number of employees are affected.

### **2.4 *Critical Incident Stress Debriefing (CISD)***

CISD team members shall be identified by the Occupational Health Manager, in conjunction with Center Occupational Medicine staff, emergency preparedness personnel, human resource representatives, and supervisors. The team shall assist in identifying individuals or groups in need of additional EAP services. The EAP provider shall coordinate, provide guidance, and participate in CISD counseling 1-10 days post crisis to mitigate acute symptoms, assess the need for follow-up, and, if possible, provide a sense of post-crisis psychological closure. Additional briefings shall be held, as needed, for CISD team members.

### **2.5 *One-on-one Crisis Intervention/Counseling***

Psychological support for employees and family members shall be available throughout the crisis spectrum. The EAP provider shall be informed by the Director, Office of Human Capital Management or Occupational Health Officer of personnel who are assisting in major Center or agency-wide incident mitigation or recovery efforts. Supervisors are responsible for encouraging and granting time for employees to participate in officially sanctioned CISM services. The supervisor should contact EAP directly if he/she is concerned that an employee is in need of additional assistance.

## **2.6    *Referral mechanisms for assessment and follow on treatment***

EAP shall maintain a list of resources for referral and 24-hour support shall be available throughout the incident and aftercare. A formal after action report shall be prepared for the LaRC Medical Director for submission to the Occupational Health Manager within 10 working days post event.

### **3. RESPONSIBILITY**

#### **3.1 *Critical Incident Stress Management (CISM) Team***

The CISM team shall include the Center Director or his/her designee, the Occupational Health Manager, Employee Assistance Program (EAP) mental health professionals, and appropriate managers or supervisors. The team shall determine what services are needed, when the support shall be provided, and how the services are to be delivered.

#### **3.2 *Center EAP Officer (Provider)***

The Center EAP Officer (Provider) is responsible for the overall Critical Incident Stress Management Program at Langley Research Center